

Report to: **Scrutiny Committee for Adult Social Care**

Date: **23 June 2005**

By: **Director of Adult Social Care**

Title of report: **Proposed Reprovisioning of 47a Western Road, Lewes – a Mental Health Day Service**

Purpose of report: **To report the outcome of the consultation regarding future mental health provision at 47a Western Road**

RECOMMENDATION

To agree any recommendations or comments to make to Cabinet on the future mental health provision at 47a Western Road, Lewes.

1. Financial Appraisal

1.1 The financial implications of the proposals for the day services are dependent on the options agreed for future provision.

1.2 *Option 1:* this option proposes that the day service provision remains unchanged. The budget would remain at its current level of £89,950 per annum and would allow for no monies to be released to contribute to the Departmental savings.

1.3 *Option 2:* this option proposes the re-providing the service within the voluntary or independent sector. Such a service would promote active user involvement and be based on an increased use of volunteers and user led initiatives. It is projected that the service would cost approximately £50,000 and would enable the release savings of £40,000.

1.4 If the service is re-provided in the voluntary or independent sector there will be costs associated with the tender process. These costs could be reduced if Cabinet agreed to waive the full tender process and allow for 'expressions of interest' to be sought locally.

2. Supporting Information

2.1 On 15 December 2004, Cabinet considered the financial recovery proposals for the department. In line with a recent review of day services and principles of social inclusion, the re-provision of mental health day services at 47a Western Road were proposed. This included the release of savings of £40,000. Cabinet agreed a consultation period with key stakeholders. This report outlines the outcome of this process.

2.2 The consultation process included three meetings held at 47a Western Road for service users, staff and other interested stakeholders. In addition there were 11 individual appointments with service users. A draft consultation document was produced and distributed widely using a number of different methods for all stakeholders to comment. Only six responses to the document were received. (See Appendix 1 for the Consultation Document Summary)

2.3 The two key options considered were:

Option 1

47a Western Road remains provided by the Department of Adult Social Care as a stand alone day service offering a drop-in service and the present staffing arrangements.

Option 2

Retain the current premises and re-provide the service within the voluntary or independent sector.

2.4 Service users were unhappy about the proposals in the consultation document. The consultation papers and service user's comments are available in the Members' Room. Service users have expressed strong views about retaining their current service level. In particular a number of service users have clearly stated that they wish for the drop in facility to be provided at the same level (Monday, Tuesday, Thursday all day; Wednesday, Friday am) and in the same location as currently provided. This is within the main central room in the building.

2.5 Service users want to be part of formulating the service specification of any future service and have proposed an independent working group, which is to be driven by them but facilitated by an independent body.

3. Conclusion and Reasons for Recommendation

3.1 The majority of service users who have expressed their views as part of the consultation process have clearly stated that they would prefer the day service to continue to be provided by the Department with a drop-in service as a core element of the service. Service users do agree that changes could be made to improve the current service. On this basis these users recommend option 1.

3.2 The strategic direction agreed by the Department and Primary Care Trusts is to re-commission social day care within the independent and voluntary sector to maximise value for money and opportunities for social inclusion.

3.3 It is not possible to continue to provide this service 'in house' and release resources to contribute to Departmental savings. For this reason option 2 is recommended.

3.4 If the service is to be re-commissioned in the voluntary or independent sector the Department would want to seek expressions of interest locally to enable any contract to be effected both expeditiously and cost effectively. Cabinet would be requested to waive Standing Orders in relation to the tender process if that can be achieved.

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BACKGROUND DOCUMENTS

47a Western Road; A Consultation Document – 2nd June 2005

47a Western Road, Lewes Mental Health Day Service – A Consultation Document Summary

Background

The reason for reviewing this service was two-fold.

a) Modernising mental health day services:

The Mental Health Partnership Board commissioned a review of all mental health day services for working age adults. The report was completed and presented to the Partnership Board in June 2004. It provided a snapshot of all the day services and highlighted the uneven distribution and traditional nature of services across the County. The MHPB accepted the recommendation that there be a follow on review with a view to re-providing services. Any such re-provision would be in line with the new national agenda for mental health which emphasises the recovery model and social inclusion rather than traditional building-based segregated services. The review and consultation regarding the future of 47a Western Road was in line with this.

b) Required cost savings:

In December 2004, as part of the cost savings required by the Department, the re-provision of the services at 47a achieving cost savings of £40,000 was put forward to Cabinet.

There are only two mental health day services, which are directly provided through East Sussex County Council. The other Centre, 73a London Road, came out well in the Day Services Report in terms of providing a best value service to local service users. 47a, by contrast, did not compare well. This is why 47a was put forward.

The service at 47a Western Road

Registered service users

45 people, average attendance of 8-12 per day. Some clients have attended 20 years, but new referrals are time-limited

Staffing

There are 2.5 FTE support staff and a part time administrative worker. Some use is made of Eastgate volunteers.

Activities

Open: 10 – 1 Mondays and Wednesdays
10 – 4 remaining weekdays as a Drop-In
12 – 4 Sundays (service provided by Lewes District & Wealden Mind)

The main service on offer is the coffee lounge / 'drop in'. Service users come in and play pool, table tennis, cards or sit and talk to each other. Service users are allocated a key worker and can book 1:1 time with this person if they need. Service users feedback as part of the consultation was that this was problematic as they felt booking 1:1 time in advance did not help as often urgent needs would arise.

Other clinicians also use the Centre as a venue to meet with service users. The attendance book shows a pattern of some service users attending the centre for the hour they were meeting their CPN or other clinician.

There are organised activities such as an art session (occasional) or the 'news and views' group (weekly).

The manager is planning a course on anger management, which would be weekly. Volunteers come to the Centre but service user feedback received was that they are aimless and they don't find their presence helpful.

Service users are currently unable to cook in the kitchen because of health & safety concerns.

The building is also base for 2 Community Support Workers, who are part of the Community Mental Health Team, and who undertake outreach work.

Unit cost: based on average attendance is £35 per person per day.

This compares to the unit cost of the other directed provided day service, which is £13.80 per day.

The impact of re-provisioning

There is full acknowledgement that change can be very de-stabilising for people with mental health difficulties. It has therefore been made clear in the consultation process that the needs of current users will continue to be met. It was also established early on in the process that service users would wish to be part of drawing up a service specification for interested providers should the Cabinet's decision take 47a down this route. A start in this process has been made by identifying what service users feel are the important elements of a day service. The resulting list was composed and agreed by service users participating in the consultation and is reproduced here:

Elements in the Day Service

- The majority of service users in group meetings said that the most important element to retain would be **the drop-in**. They described the drop-in as a place to meet friends and have a coffee without obligation. Service users felt it should be available every day and there should not be two half day closings as at present.
- A number of people in individual sessions said that they come to the day service because it is **a place where they feel safe from harming themselves** for the time they are there. This is why some people refer to the day centre as a 'life line'.
- **1:1 time with staff**. This currently has to be booked in advance and a number of people complained that having to book time 10 days in advance is not supportive enough. Similarly it was reported that if someone was to come in with a crisis they could still be asked to wait several hours for time to be available with staff. Those who valued 1:1 time as an important element of the day service for the most part felt it should be available as and when needed. There were also a number of people who said that they understood that it was not possible to have 1:1 'on tap'.
- **Structured activity** was brought up as an important element by people in both individual sessions and the meetings. People commented that it was therapeutic to be given a positive focus outside of your problems by concentrating on something else. The list of possible activities is potentially endless but particularly mentioned were: willow weaving; creative writing; news & views group; art; cooking followed by eating together at lunch time; music and movement; going for walks; trips out.
- **Therapeutic groups** which were mentioned were: relaxation, self awareness and anger management.

- Some service users said they would like to undertake some **useful unpaid work** such as undertaking some of the cleaning, or teaching other service users something at which they were skilled i.e. guitar playing. Currently this is not encouraged as staff are concerned.
- One service user said that 'in a nut shell' the day centre should offer a **safe place** with **some structure**. These two elements appear to be at the basis of what most people said.

If the option to re-provide the centre is chosen the challenge will be to provide a more dynamic and inclusive service within a much reduced budget. In order to do this potential providers will have to show a large degree of creativity such as making better use of volunteers and joining up with other activities and groups both to combat segregation as well as to provide a better range of activities for service users to choose from whilst retaining the highly valued drop-in.

It is recommended that members refer to the full consultation available in the members' room for further detail.

Diets Verschuren – 14/6/05